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| **Recipient Rights** (on-site) | |  |  |  |  |
| 3.1 | Were rights books provided to consumers and readily available for review? | Contract, section 21– Recipient Rights | Visual inspection that the latest version of booklets are available to consumers; not store in the office or other location. | Yes (2)  No (0)  Partial (1)  NA |  |
| 3.2 | Did the rights books provide the correct information for contacting the appropriate Rights Office? | Contract, section 21– Recipient Rights | Visual inspection; If the consumers are from more than one CMH each should have the appropriate information. | Yes (2)  No (0)  Partial (1)  NA |  |
| 3.3 | Are posters providing contact information for the Rights Office conspicuously posted and visible to consumers and staff? (not applicable to SIP sites) | Contract, section 21– Recipient Rights | Visual inspection; Poster identifying the appropriate Rights Office must be posted in conspicuous areas | Yes (2)  No (0)  Partial (1)  NA |  |
| 3.4 | Did the posters provide the correct information for contacting the appropriate Rights Office? | Contract, section 21 – Recipient Rights | Visual inspection; Poster identifying the appropriate Rights Office must be posted in conspicuous areas | Yes (2)  No (0)  Partial (1)  NA |  |
| 3.5 | The most current version of the Abuse and Neglect Reporting Posters are posted where staff can see them. | Contract, section 21 – Recipient Rights | Visual inspection; | Yes (2)  No (0)  Partial (1)  NA |  |
| 3.6 | Were complaint forms readily available? | Contract, section 21– Recipient Rights | Visual inspection; Complaint forms must be available in common areas; consumers should not have to ask staff for complaint forms. | Yes (2)  No (0)  Partial (1)  NA |  |
| 3.7 | Were recipients aware of how to file a complaint? | Contract, section 21– Recipient Rights | Reviewer should ask at least 2 consumers | Yes (2)  No (0)  Partial (1)  NA |  |
| 3.8 | Were staff aware of how to file a complaint? | Contract, section 21– Recipient Rights | Staff interview; Reviewer should ask at least 2 staff | Yes (2)  No (0)  Partial (1)  NA |  |
| 3.9 | Were copies of Chapter 7 and 7A available? | Contract, section 21– Recipient Rights | Visual inspection; Printed copies of Chapters 7 and 7A of the Mental Health Code should be available in a common area. | Yes (2)  No (0)  Partial (1)  NA |  |
| 3.10 | Were any exclusions to items able to be brought into the site (contraband) posted and visible to consumers and visitors? | Contract, section 21– Recipient Rights | Visual inspection | Yes (2)  No (0)  Partial (1)  NA |  |
| 3.11 | Were records and other confidential information secured and not open for public inspection? | Contract, section 21– Recipient Rights | Record retention and/pr privacy Policy/ Procedure; Visual inspection | Yes (2)  No (0)  Partial (1)  NA |  |
| 3.12 | Site review results did not result in identified health or safety concerns. | Contract, section 21– Recipient Rights |  | Yes (2)  No (0)  Partial (1)  NA |  |
| 3.13 | Were appropriate accommodations made for persons with physical disabilities? | Contract, section 21– Recipient Rights |  | Yes (2)  No (0)  Partial (1)  NA |  |
| 3.14 | Documentation that staff received RR training within 30 days of hire was reviewed? | Contract Attachment G | Policy/ Procedure; training logs | Yes (2)  No (0)  Partial (1)  NA |  |
|  |  |  | **TOTAL SCORE/%:** | **Points** | **%** |